

# Unified Communication Solution for Healthcare Sector



Easy-first

Cost-effective

Compliant



Gone are the days when hospitals relied on traditional desk phone lines. Medical providers today need a reliable phone system that can optimize appointment schedules, minimize wait times, enable virtual consultations, foster smooth internal coordination, and ultimately enhance the overall patient experience.

## With Yeostar, Embark on a transformative clinical phone system

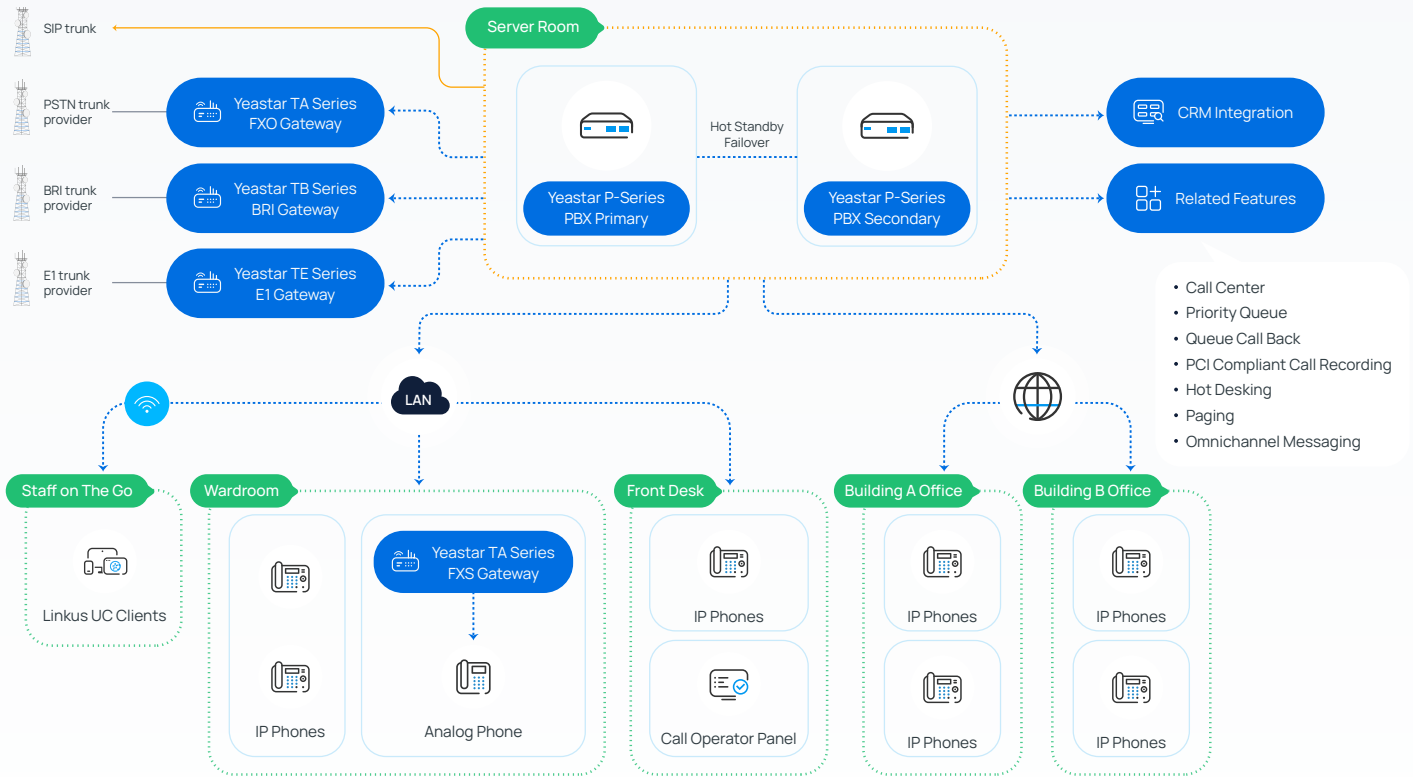
Yeostar healthcare phone system is designed to meet all the aforementioned needs in a single, user-friendly package, ensuring efficient and secure communication. Supporting a mix of analog and IP networking, it seamlessly integrates with your current infrastructure. Moreover, it provides a reliable call center, SMS notifications, clinical system integrations, and more advanced features, guaranteeing a superior care experience for your patients.

## Solution Highlights At-a-Glance

- ✓ **Easy to deploy and manage.** Integrate seamlessly with existing infrastructures, including phones, paging systems, and clinical systems.
- ✓ **On-premise or cloud-based,** you are free to choose how to deploy the solution.
- ✓ **In-built call center** with queue call back, auto-attendant, and more to manage high call volumes, minimizing the call waiting time.
- ✓ **Industry-standard encryption** like PCI-compliant call recording to safeguard sensitive information and data privacy.
- ✓ **Patient-first care** with personalized SMS notification, emergency paging system, and rich open APIs for clinical system integrations.
- ✓ **Seamless team coordination** by the always-on Linkus connectivity, hot desking workplace arrangement, and more advanced UC tools.
- ✓ **Hassle-free administration** through an intuitive admin portal, with little-to-no system downtime guaranteed by high availability solutions.

# Deployment Scenarios

The topology showcases how the Yeastar healthcare solution connects branches and departments, fostering smoother staff collaborations and providing a stellar patient experience.



## Streamlined experience for everyone



### For Patient

- ✓ In-built call center: auto-attendant, automatic queue callback, and more
- ✓ SMS notification
- ✓ PCI-compliant call recording
- ✓ Zone Paging & Announcement



### For Doctor & Nurse

- ✓ All-in-one softphone: mobile, desktop, web
- ✓ Office phone hot desking
- ✓ Video/audio conferencing
- ✓ Clinical system integration: CRM, EHR, and more



### For IT Staff

- ✓ Intuitive admin portal
- ✓ Point-and-click configuration
- ✓ IP phone auto-provisioning
- ✓ Doorphone integration
- ✓ Automatic upgrade, backup & restore
- ✓ Analytics & reports



### For Receptionist & Others

- ✓ Mobile, desk & web client: 24x7 response guarantee
- ✓ Real-time Queue Panel
- ✓ Wallboard
- ✓ Call operator panel
- ✓ Emergency paging & notification

# Yeastar Healthcare Solution Use Cases



## Medical Hotline

Minimize call wait time with automatic call routing, queue call back, and more call center features to handle high call volume when busy.



## Smooth Team Coordination

Hot desking feature for shift workers to flexibly share office phones via their extension number, while Linkus UC softphone ensures constant connectivity.



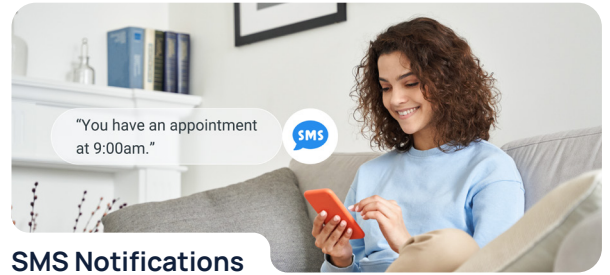
## Enhanced Patient Care

Open APIs for immense integration possibilities with clinical systems like EHR to streamline workflows for doctors, nurses, and more.



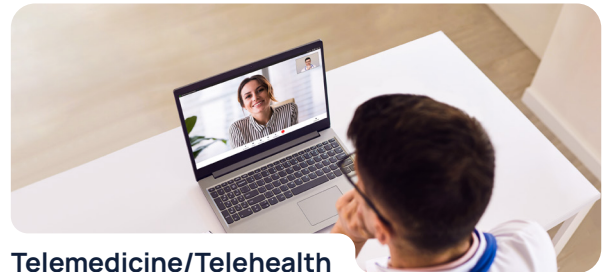
## Zone-wide Announcements

Integrate with Zone Paging to broadcast patient waitlist notifications and emergency alerts, ensuring instant and widespread notification.



## SMS Notifications

Send & manage SMS notifications for appointments, medication reminders, test results, and other important updates.



## Telemedicine/Telehealth

Overcome geographical limitations and connect with remote patients through chat, calls, and video conferencing.



## Industry-grade Security

Ensures patient and physician data confidentiality by adhering to PCI protocol, GDPR, and more compliance requirements.



## Remote Door Control

Integrate with video/audio door phones to talk with visitors in real-time and control access to the building or facilities remotely.